

DECISION 2018 - 04 -24
TRAVEL AGENCY COMMISSIONER – AREA 3

Jo Foged
685 Remuera Road
Remuera, Auckland 1050
New Zealand

Applicant:

Pimpinan Travel Sdn. Bhd. (“the Agent”)
IATA Code 20-3 0048
Malaysia

Respondent:

Agency Administrator, International Air Transport Association (“IATA”)
Singapore.

The Case and Decision:

The Agent's accreditation was terminated as a consequence of failing to pay its annual fee to IATA by the Due Date.

In its request for a review the Agent stated that the staff member responsible for administrative matters had left the Agency without acquainting its Management with the annual fee invoice and as a consequence it remained unpaid. On being alerted to the situation the fee was settled; however, at that point the termination action had taken place.

In considering this matter it is obvious that a shortcoming of this nature should not result in the permanent termination of the Agency's accreditation. However, it does require the Agency's Management to revise its internal processes to ensure that such a situation does not occur in future.

The Parties have complied with the terms of Resolution 820e and were placed on notice that in the writer's judgement an oral hearing was not necessary and that this decision would be based on the written information submitted.

Based on the foregoing, therefore, it is hereby decided as follows:

1. The Agent's accreditation is to be reinstated subject to it settling any fees and charges associated therewith.

This Decision is effective as of today.

Decided this 24th day of April in Auckland.

Jorgen Foged
Travel Agency Commissioner Area 3

The following sub paragraph of Resolution 820e is brought to the attention of the Parties:

<<2.10 - within 15 days after the receipt of the decision, a party, with notice to the other parties, may request that the Commissioner gives an interpretation of the decision or correct in the decision any error in computation, any clerical or typographical error, or any error or omission of a similar nature. If the Commissioner considers that the request is justified, he shall make the interpretation or correction within 15 days of receipt of the request. The interpretation or correction shall form part of the decision>>.

In this particular case the 15 day time frame expires on **10 May 2018**.

If after having pursued this process a Party still considers itself aggrieved by this Decision the Party has the right to seek review by arbitration as detailed in Resolution 824, Section 14.

Finally I seek your authority for this Decision to be posted on the private pages of the Travel Agency Commissioner website which can only be accessed by the 3 TACs and the 12 members of the Passenger Agency Programme Global Joint Council. In the absence of advice to the contrary by 11 May 2018 I will assume that there is no objection to that action being taken.